

FY 2017 LIHEAP Performance Measures State Snapshot – North Carolina

The charts on this page present key metrics comparing high burden recipient households to the average recipient household. The first three charts provide a summary of the average annual income, average annual total residential energy bill (main heating fuel bill and electric), and average annual total LIHEAP benefit for high burden recipient households and the average recipient household.

Figure 1-1

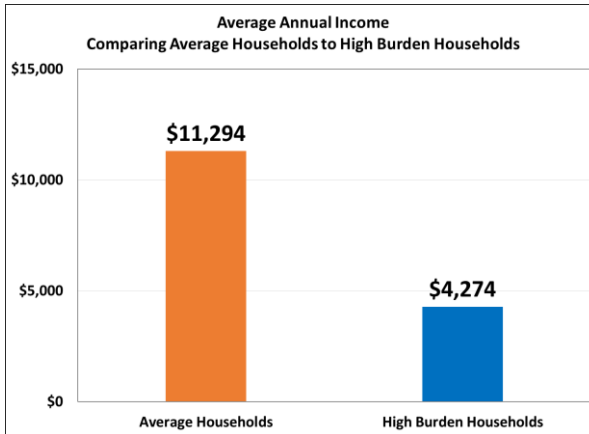


Figure 1-2

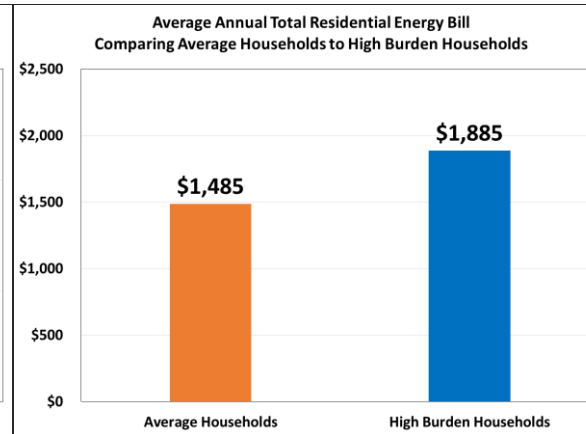
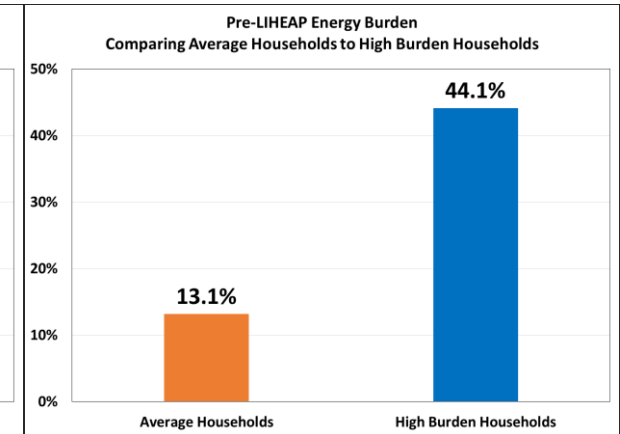


Figure 1-3



The second three charts below provide a summary of the pre-LIHEAP energy burden, post-LIHEAP energy burden, and percentage reduction in energy burden due to receiving LIHEAP benefits, comparing high burden recipient households to the average recipient household.

Figure 1-4

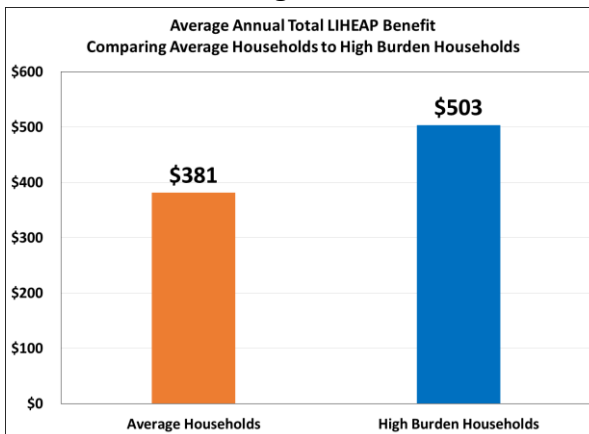


Figure 1-5

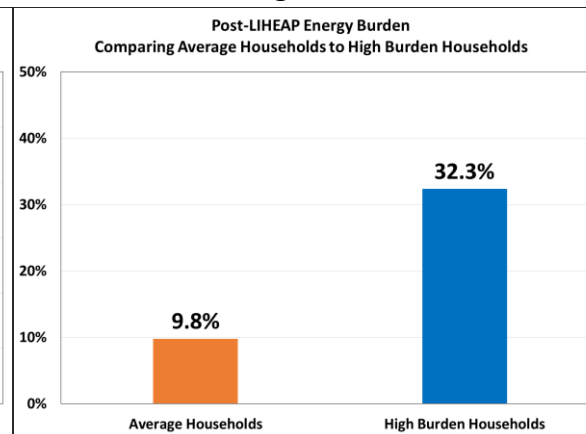
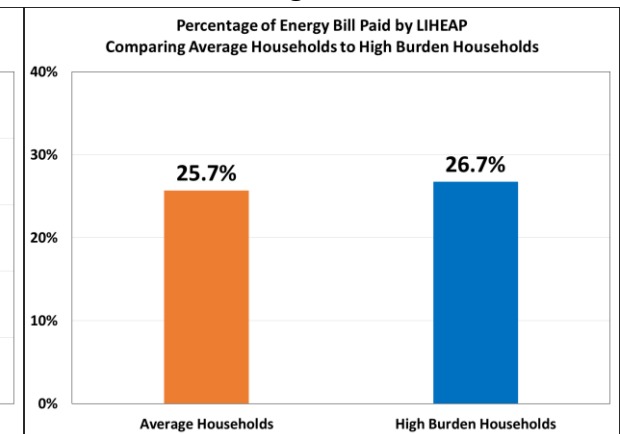


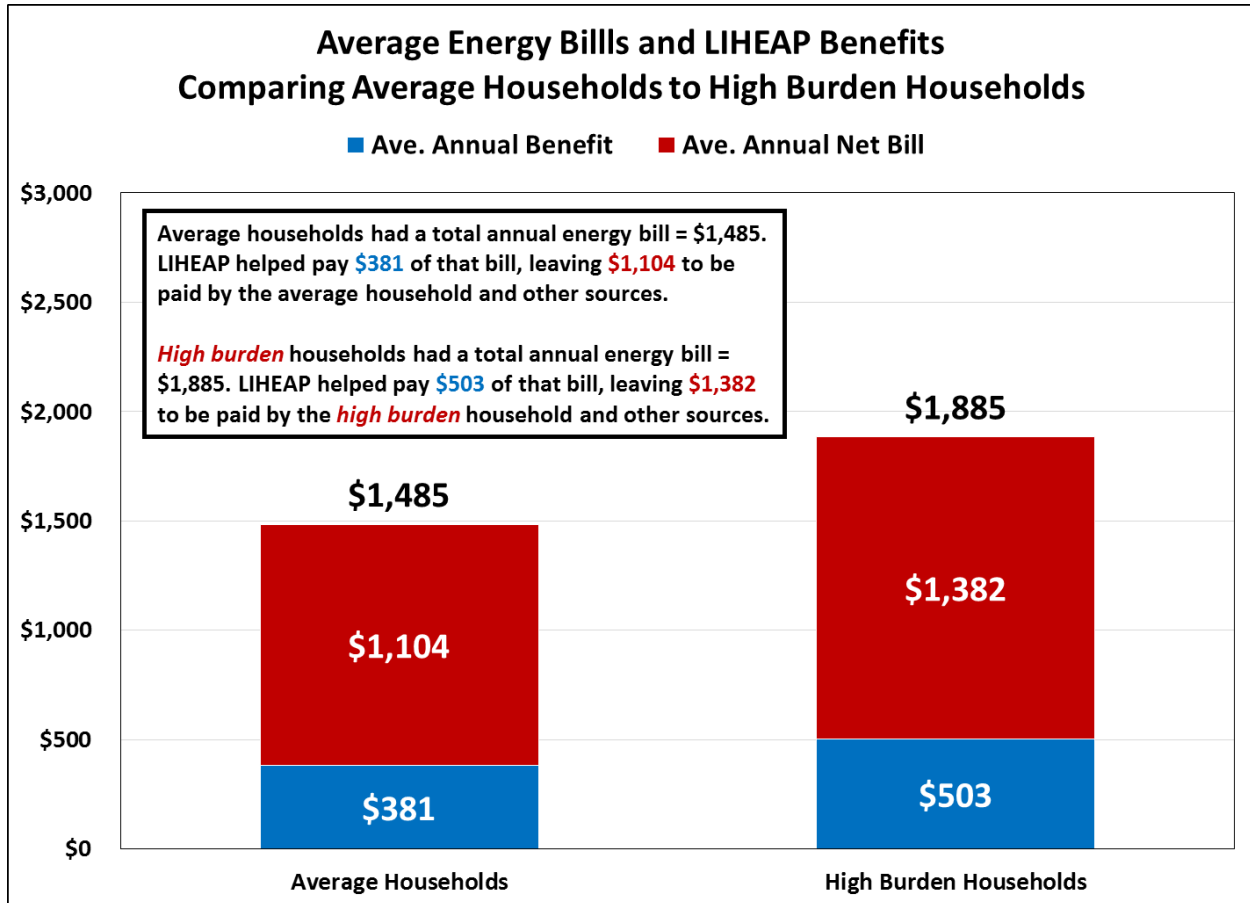
Figure 1-6



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Figures 2-1 combines data elements for the average energy bill (total and net) and benefit amount, and compares average LIHEAP recipient households (Section B of the PDF) with high burden LIHEAP recipient households (Section C of the PDF).

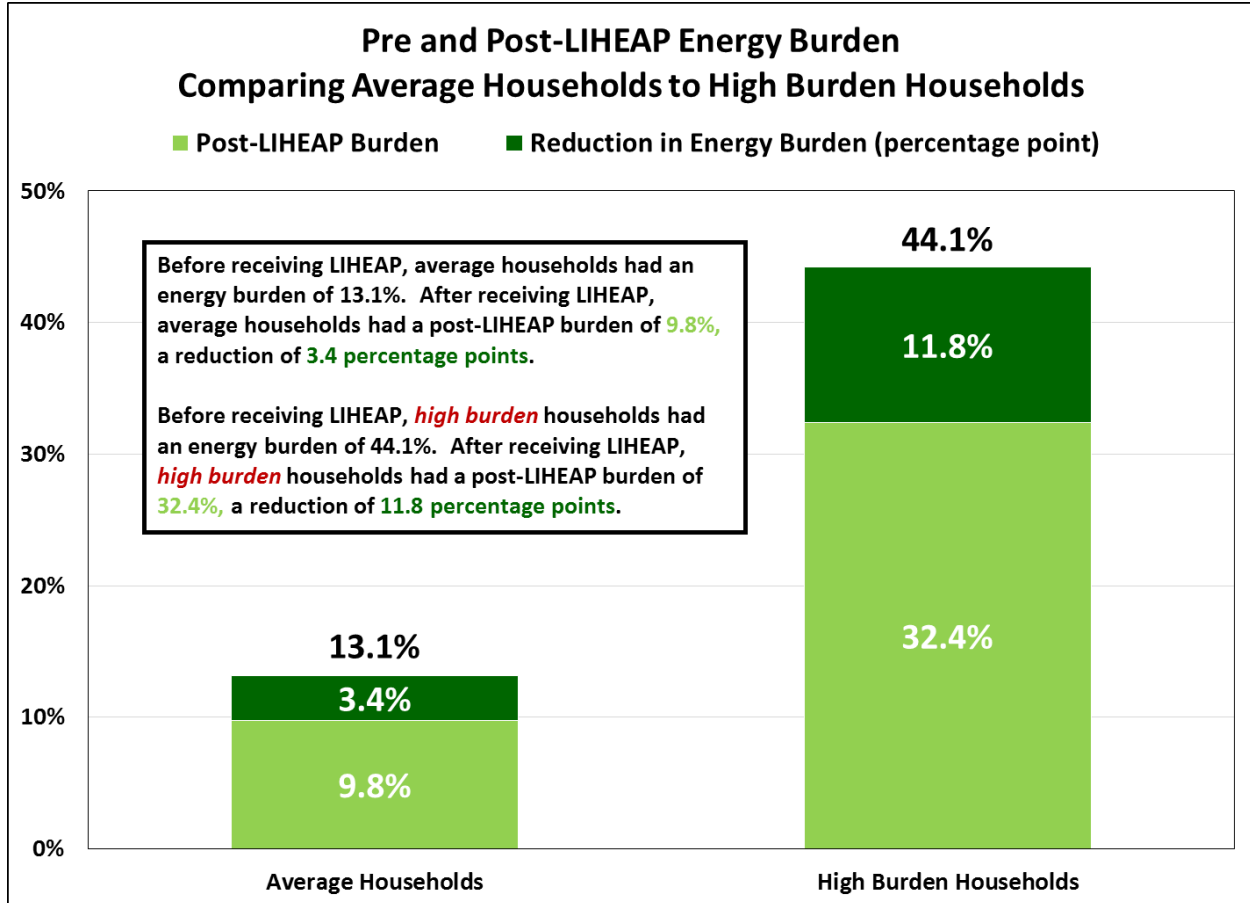
Figure 2-1



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Figure 2-2 combines data elements for pre/post-LIHEAP energy burden and percentage point reduction in energy burden resulting from the LIHEAP benefit, and compares average LIHEAP recipient households (Seciton B of the PDF) with high burden LIHEAP recipient households (Section C of the PDF).

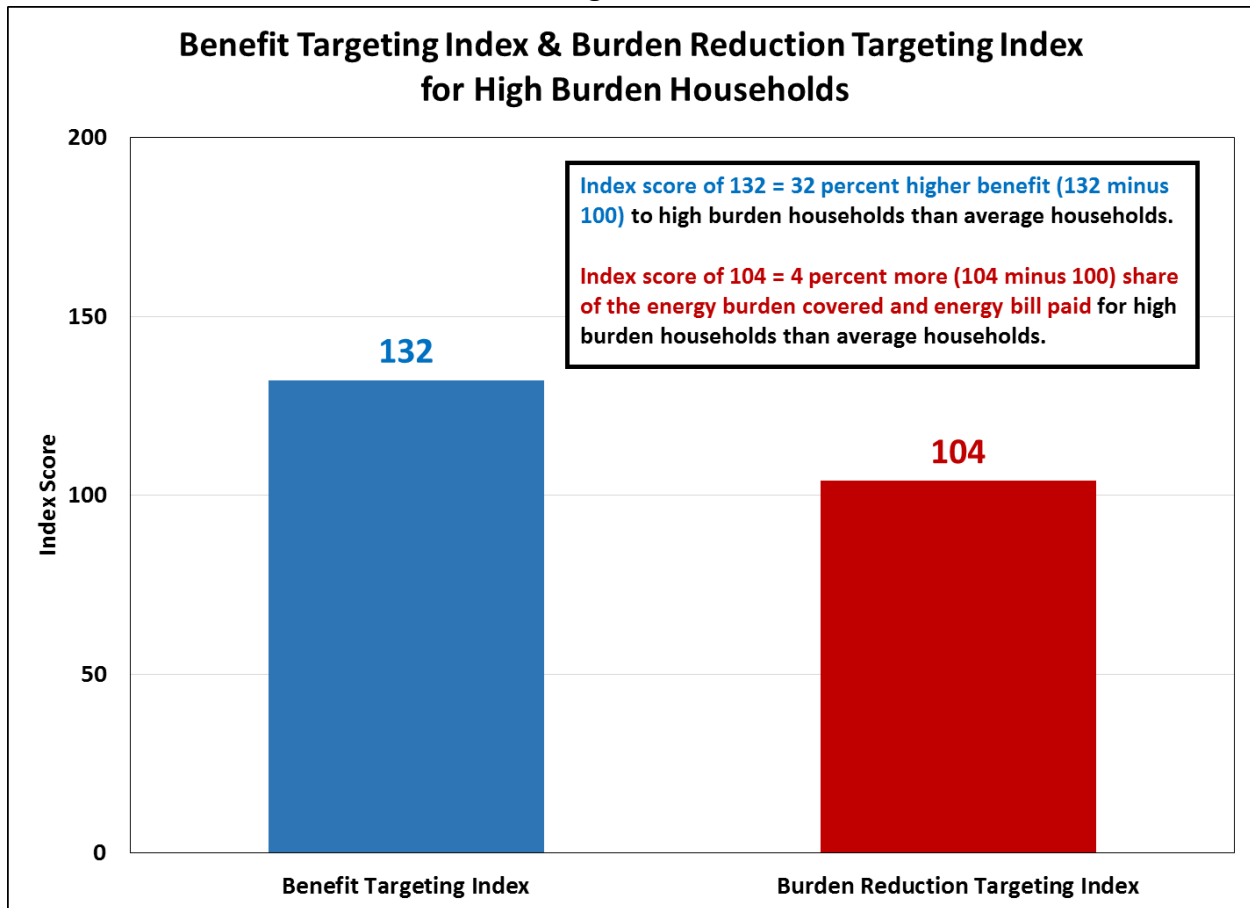
Figure 2-2



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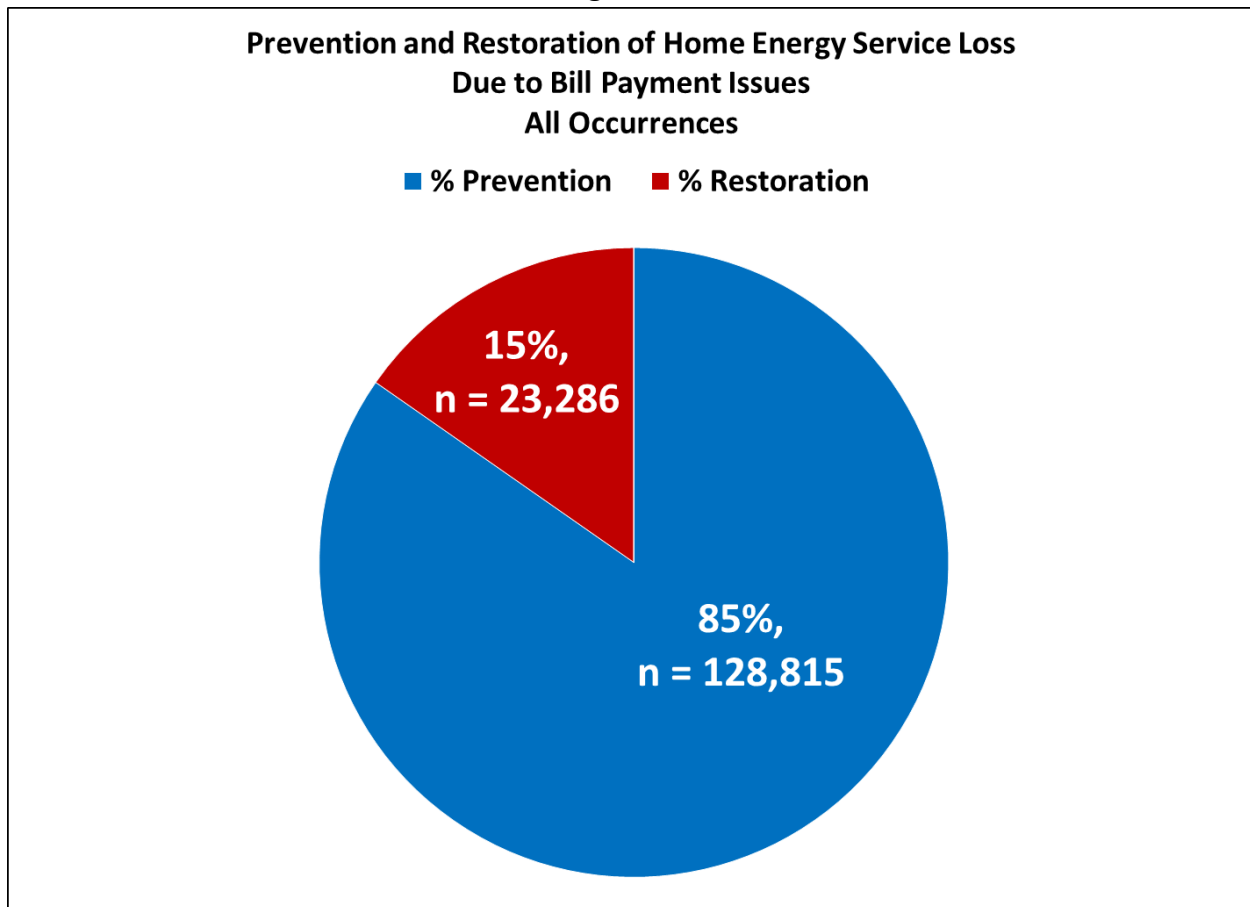
Figure 2-3 provides the Benefit Targeting Index and Burden Reduction Targeting Index for high burden households, plus a brief analysis of the results on these indexes.

Figure 2-3



The **Benefit Targeting Index** for high burden households tells whether, on average, high burden households receive higher benefits (score > 100) or lower benefits (score < 100) than average LIHEAP recipient households. The **Burden Reduction Targeting Index** tells whether, on average, high burden households have a greater share of their energy burden covered and energy bill paid by LIHEAP (score > 100) or lesser share of their energy burden covered and energy bill paid by LIHEAP (score < 100) than average LIHEAP recipient households.

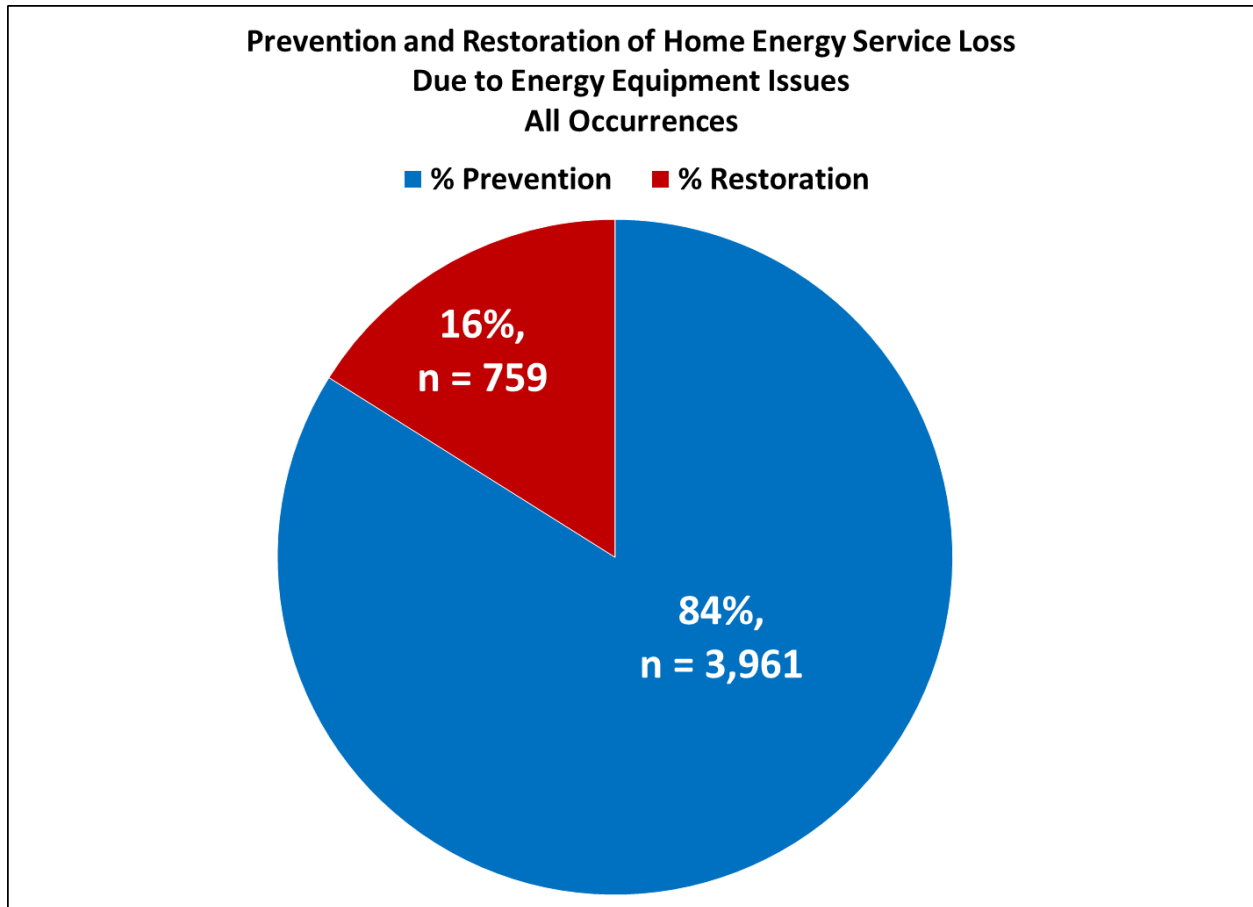
Figure 3-1



In FY 2017, LIHEAP assistance helped prevent or restore 152,101 total occurrences of home energy service loss resulting from bill payment issues.* About **85 percent (128,815) were prevented** from losing home energy service, while about **15 percent (23,286) experienced home energy service loss and were restored**.

*Prevention of home energy service loss due to bill payment issues refers to all occurrences of LIHEAP recipient households who had a past due notice or utility disconnect notice (electricity, natural gas) or were at imminent risk of running out of fuel (propane, other fuels). Restoration of home energy service loss due to bill payment issues refers to all occurrences of LIHEAP recipient household whose energy service was restored after a disconnection (electricity, natural gas) or fuel was delivered to a home that ran out of fuel (propane, other fuels).

Figure 3-2



In FY 2017, LIHEAP assistance helped prevent or restore 4,720 occurrences of home energy service loss resulting from inoperable home energy equipment.* About **84 percent (3,961) were prevented** from losing home energy service, while about **16 percent (759) experienced home energy service loss and were restored.**

*Prevention of home energy service loss due to energy equipment issues refers to all occurrences of LIHEAP recipient households whose operable home energy equipment was repaired/replaced to prevent imminent home energy service loss. Restoration of home energy service loss due to energy equipment issues refers to all occurrences of LIHEAP recipient households whose home energy equipment was inoperable and was repaired/replaced.